

PLACING CHARGE-AFFECTING VOICE ORDERS

Effective: April 8, 1996
Revised: March 26, 2002
Owner: Gerry Satterlee

PURPOSE

This policy specifies how orders for voice products or services which either generate new charges or affect existing charges are to be placed.

SCOPE

This policy applies to all State of Utah employees.

BACKGROUND

Most orders involving voice services and products either generate a charge to the customer agency or result in a change in charges currently billed, either in amount or in the DAS ID billed. Also, many orders result in charges to the State from various vendors. For many orders, especially simple ones, the easiest way to place the order is verbally, either via a consultant or directly to the order desk. However, without documentation, disputes can and do arise as to the identity of the requester, their authority to place an order, the accuracy of the order, and ultimately, who is to bear the costs resulting from the order.

POLICY

In order to provide the necessary audit trail to protect both the State and the requesting customer agency, all orders must be submitted in writing to ITS. The requests should specify the work to be done, the requester, and where charges are to be billed. This can be via e-mail, fax, or written memo. This does not apply to repair requests.

